

<b>Search Notes</b> 	<b>Application/Control No.</b> 10/723,415	<b>Applicant(s)/Patent under Reexamination</b> COULE, STEVEN J.
<b>Examiner</b> Thjuan P. Knowlin	<b>Art Unit</b> 2614	

**SEARCHED**

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST search terms: monitor; queue; distribution; statistical; XML; format; call; center; ACD	2/7/2007	TK
EAST steven near2 coule.in.	2/7/2007	TK
EAST 379/265.03 and monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and call near center.clm.	2/7/2007	TK
EAST 379/265 and monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and call near center.clm.	2/7/2007	TK
EAST monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and and (ACD or call near center).clm.	2/7/2007	TK
See attached Search Text	2/7/2007	TK